Fareham and Gosport **NHS**
Primary Care Trust

A

RISKY

BUSINESS

*A guide to risk management
for Trust Staff*

WHAT IS RISK MANAGEMENT?

A Nurse feels a pain in his back after moving a patient .....

A used syringe is found in a black domestic waste bag at a Health Centre.....

A patient receives the wrong dose of medication.....

A Clinic is burgled and computer equipment is stolen.....

A visitor to the Hospital slips on a newly mopped floor....

These are events which cause or have the potential to cause injury, distress and financial loss.

They can impact on staff, patients, visitors and the PCT as a whole.

<u>Risk Management</u> is the term used to describe how the PCT anticipates, prevents and manages incidents and other untoward events such as these.

THE TRUST'S APPROACH

The PCT Board has overall responsibility for risk management. The *Risk Management Strategy* sets out how the PCT manages risk and each year, objectives and priorities are agreed by the Board.

The Risk Management Strategy will include Appendices setting out how all staff who work for the PCT will feed into the framework and systems for achieving the annual goals. It states how managing risk is a part of everyday working practice. This includes:

◊ **Communication, education and training**
Sharing relevant information with colleagues, across disciplines and between agencies is good risk management practice.

The PCT provides training in specific issues such as, Risk Assessment, COSHH, Manual Handling, CPR, Infection Control and Personal Safety.

Training and education also takes place in the workplace where staff will learn about safe clinical practice, health and safety and safe systems of work.

◊ **Identifying risks**
Identifying risks and avoiding accidents is part of everyday life for all of us.

The PCT has systems in place to help identify where potential hazards may exist, including:

- annual risk assessment (working practices, clinical practices, health, safety & fire, etc)
- clinical risk assessment (individual patients)
- COSHH assessment
- incident and accident reporting
- clinical governance
- pre-employment risk identification

The Trust works with other Agencies, health partners, staff side organisations and external Consultants to identify risks when appropriate.

◊ **Preventing incidents**
As soon as a risk is identified, immediate action should be taken to reduce it. This can happen at local, service, and committee level.

Local training, education and effective communication plays a pivotal part in preventing incidents.

Various forums exist where organisational issues are considered; these include the Health & Safety, Risk Management and Clinical Governance Committees.

◊ **Reporting**
All untoward incidents and accidents <u>must</u> be recorded and communicated via the Trust's Risk Event Reporting system. This ensures everyone who needs to know about an incident is informed and that the incident is logged centrally for future analysis.

It also means that support can be offered to staff who request/require it.

◊ **Finding out why it happened**
All incidents are reviewed to find out their cause. Action that can be taken to prevent it happening again, should be taken straight away.

Critical incidents (those involving a serious injury, a death, significant loss of property or money, etc) are formally reviewed.

◊ **Providing and receiving support**
Support is available to staff from a number of sources including written policies, procedures, guidelines and specialist advisers.

POLICIES AND PROCEDURES

The following documents contain more information:

Û **Risk Management Strategy**

Û **Reporting and Reviewing Risk Events Policy**

Û **Guidelines for Carrying out a Critical Incident Review**

Û **Guide to Completing a Risk Assessment**

Policies about specific risk issues:
- Administration of Medicines by Nursing Staff
- Admission & Discharge of Patients
- Bomb Alerts
- Client Records and Record Keeping
- Control of Hazardous Substances
- CPR
- Fire Safety
- Food Safety & Hygiene
- Health & Safety
- Infection Control
- Major Incident
- Manual Handling
- Prescription Writing
- Security
- Violence & Aggression
- Waste Disposal

Further help and advice is available from :

- **Incident Reporting, Risk Assessment and Non-Clinical risks**
Caroline Harrington, Risk & Litigation Manager

- **Clinical Governance and Clinical risks**
Nicky Heyworth, Clinical Governance Manager

- **Fire Safety**
Code A Senior Fire Safety Adviser

- **Moving & Handling**
Code A Manual Handling Advisers

- **Occupational Health**
Code A Occupational Health Advisers at Overton, St James Hospital,

- **Food Safety and Hygiene & Waste Disposal**
Code A Hotel Services Adviser

This leaflet was originally produced by Code A Corporate Risk Adviser, Portsmouth HealthCare NHS Trust – November 2000

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